

<b>Quality Improvement Committee (QIC) Meeting for SMH and SUD Treatment Services</b>	<b>Date:</b> 09/19/2024
	10:00am-12:00 PM
	Zoom

**Meeting called by:** Quality Improvement Team

**Facilitator:** Janet Barajas

**Attendees:** See Separate Excel spreadsheet

**Minutes**

**Minutes**

<b>Agenda item:</b>	Welcome/Introductions	<b>Presenter:</b>	Janet Barajas
---------------------	-----------------------	-------------------	---------------

<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• Janet Barajas welcomed the group and asked new members to introduce themselves.</li> <li>• New members introduced themselves to the Committee.</li> </ul>
--------------------	--

<b>Conclusion:</b>	None
--------------------	------

<b>Agenda item:</b>	Announcement and acknowledgements	<b>Presenter:</b>	Janet Barajas
---------------------	-----------------------------------	-------------------	---------------

<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• Nicolas Briseno, Administrator for the Santa Lucia STRTP as part of Door to Hope, wanted to announce that the Santa Lucia STRTP has reopened after being closed for six-months. Reopened in August. <ul style="list-style-type: none"> <li>○ Short Term Residential Treatment Program - Licensed for adolescent females ages 12 – 18 years of age who have substance use disorder and mental health disorder. Referred by DSS, Probation, or Post Adoption for 3-6 months.</li> </ul> </li> </ul>
--------------------	--

<b>Conclusion:</b>	None
--------------------	------

<b>Agenda item:</b>	Drug Medi-Cal Updates	<b>Presenter:</b>	Rachel Amerault
---------------------	-----------------------	-------------------	-----------------

<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• Submitted are bi-annual applications for SABG Grant (Substance Abuse Block Grant) <ul style="list-style-type: none"> <li>○ Approved for the next 2 fiscal years – prevention/intervention/residential.</li> <li>○ State has provided guidance and requirements that go live on 01/01/2025, which includes DMC ODS moving into the ASAM Continuum software or a published and approved ASAM Assessment – which is a paper version that has been approved by both DHCS and ASAM <ul style="list-style-type: none"> <li>▪ Going to be purchasing and getting involved in getting the ASAM Continuum software integrated into our EHR system. Providing training so we can be ready on 01/01/25.</li> <li>▪ Will only impact our Drug/MediCal Providers.</li> <li>▪ We will still be utilizing our SUD Screening Tool</li> </ul> </li> </ul> </li> </ul>
--------------------	---

<b>Conclusion:</b>	<ul style="list-style-type: none"> <li>• Guidance and requirements for the SABG Grant go live on 01/01/2025</li> </ul>
--------------------	--

<b>Agenda item:</b>	MISTI Updates – Monterey Integrated Systems Transformation Initiative	<b>Presenter:</b>	LeeAnn Jones
---------------------	---	-------------------	--------------

<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• Steering Committee has been focused on Welcoming &amp; Access for our most complex clients. <ul style="list-style-type: none"> <li>○ MCBH Leadership has discussed how to measure our progress in Bureau and division level.</li> <li>○ How do we identify co-occurring clients and how does supporting staff have a</li> </ul> </li> </ul>
--------------------	--

	<p>welcoming conversation with them. Overall, how do we get the data into Avatar identifying co-occurring clients.</p> <ul style="list-style-type: none"> <li>• Change Agents <ul style="list-style-type: none"> <li>○ Nearing 1 full year on monthly meetings</li> <li>○ Every month we are problem solving with one another which has culminated into a Draft Action Plan that will be presented at our next meeting.</li> <li>○ Focus of Action Plan are in alignment with the MISTI Charter and also in alignment with our MCBH Leadership <ul style="list-style-type: none"> <li>▪ Integrated Strength Based Assessment</li> <li>▪ Inter-Program Partnerships</li> <li>▪ Increasing Workforce Competencies <ul style="list-style-type: none"> <li>○ It is a living document that changes regularly, but the Change Agents want to finalize to help with movement in the next fiscal year.</li> <li>○ Present to Leadership in November at the latest</li> </ul> </li> </ul> </li> </ul> </li> </ul>		
<b>Conclusion:</b>	<ul style="list-style-type: none"> <li>• If anyone is interested in the MISTI Initiative or becoming a Change Agent, please contact LeeAnn Jones.</li> </ul>		
<b>Agenda item:</b>	Billing Updates	<b>Presenter:</b>	Nicholas Cronkwhite
<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• Effective 07/01/2024 – The Extended Service Add-on Codes have been sunsetted. Any prior to 07/01/2024 will still require that G22.12 add-on code to be selected by staff. As of 07/01/2024 and beyond, the state has made structural changes to the way we claim for the services that extend beyond the length specified by the CPT Code. <ul style="list-style-type: none"> <li>○ Clinicians, or those entering billing for services, no longer are required add-on code G22.12. Prior to 7/1/2024, you still need the add-on code.</li> </ul> </li> <li>• The Latest “Tips and Tricks” that QI sent out regarding Case Management Services. If you or a team member is providing a Case Management Service, to the same client, on the same day, those can all be summed up into a single note.</li> </ul>		
<b>Conclusion:</b>	<ul style="list-style-type: none"> <li>• Any questions on any QI Tips and Tricks, please contact QI.</li> </ul>		
<b>Agenda item:</b>	Training Updates	<b>Presenter:</b>	Celia Trujillo
<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• Highlight a few things you will see on your training menu. The Training Menu has trainings that we have scheduled between now and the end of the calendar year.</li> <li>• Clinical Training will have links in the titles that will send you directly to NEOGOV Learn, so you can enroll for the class(es)</li> <li>• New Courses coming out way: <ul style="list-style-type: none"> <li>○ Acceptance and Commitment Therapy – 11/21 – all day training. Plan is to offer it again in the Spring.</li> <li>○ Stanley Brown Safety Training Courses – Follow up to the Columbia Suicide Severity Rating Scale Training <ul style="list-style-type: none"> <li>▪ Coaching sessions along with the courses as well</li> </ul> </li> <li>○ New Clinical Training Schedule will be out in November</li> </ul> </li> </ul>		
<b>Conclusion:</b>	If you have any question, please reach out to 415-Training@co.monterey.ca.us		
<b>Agenda item:</b>	Audits – External Quality Review Organization Report (EQRO)	<b>Presenter:</b>	Janet Barajas/Rachel Amerault
<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• Review Period was fiscal year 2023/24.</li> <li>• Auditors were here on February 13 – 15, 2024.</li> <li>• The Strengths, Recommendations and Deficiencies were reported for the programs. <ul style="list-style-type: none"> <li>○ Janet Barajas reviewed the External Quality Review Organizational Report PowerPoint Presentation, which covered Mental Health</li> <li>○ Rachel Amerault reviewed the External Quality Review Organizational Report PowerPoint Presentation, which covered the Drug MediCal Organized Delivery Systems</li> </ul> </li> </ul>		
<b>Conclusion:</b>	PowerPoint Presentation – Strength, Recommendations and Deficiencies were reviewed by Janet Barajas and Rachel Amerault		

<b>Agenda item:</b>	Audits – SMHS Audit Results	<b>Presenter:</b>	Janet Barajas/Rachel
<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• Review period was fiscal year 2022/23.</li> <li>• Auditors were here on April 16 – 26, 2024</li> <li>• The Strengths, Recommendations, and Deficiencies were report the programs. <ul style="list-style-type: none"> <li>○ Janet Barajas reviewed the Department of Health Care Services Presentation, which covered Mental Health</li> <li>○ Rachel Amerault reviewed the Department of Health Care Services Presentation, which covered Drug MediCal Organized Delivery System</li> </ul> </li> </ul>		
<b>Conclusion:</b>	PowerPoint Presentation – Strength, Recommendations and Deficiencies were reviewed by Janet Barajas and Rachel Amerault		
<b>Agenda item:</b>	Audits – DMC/SABG Audit Results	<b>Presenter:</b>	Rachel Amerault
<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• Review period was fiscal year 2022/23.</li> <li>• Auditors were here on April 16 – 26, 2024</li> <li>• The Strengths, Recommendations, and Deficiencies were report the programs. <ul style="list-style-type: none"> <li>○ Rachel Amerault reviewed the Department of Health Care Services Presentation, which covered Substance Use Block Grant</li> </ul> </li> </ul>		
<b>Conclusion:</b>	• PowerPoint Presentation – Strength, Recommendations and Deficiencies were reviewed by Rachel Amerault		
<b>Agenda item:</b>	• Data Reporting - Grievance, Appeal, and Change of Clinician Reporting	<b>Presenter:</b>	LeeAnn Jones
<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• The Specialty Mental Health Services (SMHS) &amp; Drug MediCal-Organized Delivery System (DMC-ODS) Grievance, Appeal, and Change of Clinician Data PowerPoint Presentation was reviewed by LeeAnn Jones <ul style="list-style-type: none"> <li>○ The Fiscal Year 2023/24</li> <li>○ For both DMC-ODS Grievances and SMHS Grievances</li> </ul> </li> <li>• Statistics were reviewed for fiscal year 2023/24</li> </ul>		
<b>Conclusion:</b>	• PowerPoint Presentation – Grievances, Appeals, and Change of Clinician Data statistics in the different departments/programs were reviewed by LeeAnn Jones		
<b>Agenda item:</b>	Data Reporting – Initial Psychiatry Timelines Data FY 23/24	<b>Presenter:</b>	Jennifer Ortega Uribe
<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• Jen reviewed the Initial Psychiatry Timeliness Data FY 23/24 PowerPoint Presentation <ul style="list-style-type: none"> <li>○ New psychiatry timeliness procedure took effect 12/18/2023</li> </ul> </li> </ul>		
<b>Conclusion:</b>	• PowerPoint Presentation – Initial Psychiatry Timeliness for fiscal year 2024/24 were reviewed and reported by Jen.		
<b>Agenda item:</b>	Initiatives – My HealthcarePointe2.0	<b>Presenter:</b>	Janet Barajas
<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• Janet Barajas reviewed the MyHealthPointe2.0 PowerPoint Presentation – Highlights are below: <ul style="list-style-type: none"> <li>○ MyHealthPoint2.0: Online Member Portal to Their Records, similar to MyChart, where clients can go in and look at their record.</li> <li>○ QI is working with Netsmart on this project. Presently working on information and data mapping, retrieving documentation, training clients on use of application, and QI IT will maintain the technical lead for this program. <ul style="list-style-type: none"> <li>▪ Part of this is a state and federal requirement to provide our clients easy and convenient access to their health information when they need it most.</li> <li>▪ MCBH staff will validate identify before access is enabled and ensures the member’s Avatar chart has an active email.</li> <li>▪ Members will have access to clinical documentation, demographics, diagnoses, treatment plan, problem list, progress notes (as of 10/01/2024), medication, allergies, upcoming appointments, receive appointment</li> </ul> </li> </ul> </li> </ul>		

	<ul style="list-style-type: none"> <li>reminders, forward their encounter progress note via email. <ul style="list-style-type: none"> <li>○ Staff may continue to restrict a program note being sent to myHP2.0 and the HIE.</li> <li>○ Planned go live date was slated for 10/01/2024.</li> </ul> </li> <li>○ QI will be working internally with Behavioral Health and our mental health contracted providers to on how to access and use this tool.</li> </ul>		
<b>Conclusion:</b>	<ul style="list-style-type: none"> <li>• PowerPoint Presentation - MyHealthpointe2.0: Online Member Portal to Their Records was reviewed by Janet Barajas</li> </ul>		
<b>Agenda item:</b>	New/Updated policies – 732 DCM ODS medication Assisted Treatment	<b>Presenter:</b>	Rachel Amerault
<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• 732 DMC ODS Medication Assisted Treatment. <ul style="list-style-type: none"> <li>○ Was presented previously.</li> <li>○ MAT – Medicated Assisted Treatment – include medication specifically for addictions treatment that include all the FDA approved medications to treat AUD (Alcohol Use Disorder) and OUD (Opioid Use Disorder).</li> <li>○ Effective 01/01/2024 – Assembly Bill 816, amended Family Code Section 6929 to state: <ul style="list-style-type: none"> <li>▪ A minor, 16 years of age or older, may consent to receive medications for opioid use disorder from a licensed narcotic treatment program as replacement narcotic therapy without the consent of the minor’s parent or guardian only if, and to the extent, expressly permitted by federal law.</li> <li>▪ A minor, 16 years of age or older, may consent to received opioid use disorder treatment that uses buprenorphine at a physician’s office, clinic, or health facility, by a licensed physician and surgeon or other health care provider acting within the scope of their practice, whether or not the minor also has the consent of their parent or guardian.</li> </ul> </li> </ul> </li> </ul>		
<b>Conclusion:</b>	<ul style="list-style-type: none"> <li>• Policy approved.</li> </ul>		
<b>Agenda item:</b>	New/Updated Policies – 496 Communication with Persons in Care	<b>Presenter:</b>	Phoebe Young
<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• 496 Communication with Persons in Care <ul style="list-style-type: none"> <li>○ We are having more communications with beneficiaries electronically. The goal of this Policy is to create a framework that makes sure that the electronic communications are clinically appropriate and limiting risk. Here are the highlights of the review: <ul style="list-style-type: none"> <li>▪ Phoebe reviewed: <ul style="list-style-type: none"> <li>○ Appropriate use of Electronic (Email),</li> <li>○ Telephone</li> <li>○ Fax</li> <li>○ County/Provider-Approved Secure Text Messaging Platforms</li> </ul> </li> <li>▪ Phoebe also reviewed Safeguards: <ul style="list-style-type: none"> <li>○ Consent Safeguards</li> <li>○ Administrative Safeguards</li> <li>○ Clinical Safeguards</li> <li>○ Technical Safeguards</li> </ul> </li> <li>▪ Also reviewed were: <ul style="list-style-type: none"> <li>○ Appropriate Use of Electronic Communication</li> <li>○ Telephonic Communication</li> <li>○ Inappropriate use of Electronic Communication</li> <li>○ Prohibited use of Electronic Communication</li> </ul> </li> </ul> </li> <li>○ MCBH Staff will be moving to Tiger Connect in the place of QliqSoft in the near future.</li> </ul> </li> </ul>		
<b>Conclusion:</b>	<ul style="list-style-type: none"> <li>• Policy approved.</li> </ul>		
<b>Agenda item:</b>	Adjourned	<b>Presenter:</b>	Janet Barajas

<b>Discussion:</b>	<ul style="list-style-type: none"> <li>Meeting was adjourned at 12:02 pm</li> </ul>	
<b>Conclusion:</b>	N/A	
<b>✓Items tabled</b>	<ul style="list-style-type: none"> <li>New/Updated Policies <ul style="list-style-type: none"> <li>151 Presumptive Transfer</li> </ul> </li> <li>Memos/Protocols (if time permits) <ul style="list-style-type: none"> <li>Adult Transitional Residential Screening Tool</li> <li>Progress Notes Form Transition for SUD Providers Residential Only</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>LeeAnn Jones</li> <li>Kim Graves</li> <li>Rachel Amerault</li> </ul>
<b><i>Other Items</i></b>		
<b>Next QIC Meeting</b>	12/19/2024	